A-2   Types of performance measures

Measure Type	What It Does	Examples	What It Is NOT
OUTCOME ⊯# Societal impact ⊯# Behavior changes ⊯# Knowledge or attitude changes ⊯# Technical quality ⊯# Customer satisfaction ⊯# Process vital signs (such as accuracy rates, turnaround time)	⊯# Shows the impact of agency activities on problems/issues they are designed to address ⊯# Answers the question, "What is different about the world?" ⊯# Measures goal/objective attainment	⊯# Overall employment rate ⊯# Employment rate for job-training participants ⊯# Percentage of employers rating job training program placements as "good" or "excellent" ⊯# Job training application processing time	⊯# *Backlog reduction* ⊯# *Outputs expressed as percentages* ⊯# *State funding received* ⊯# *Action steps* ⊯# *Work plan elements*
OUTPUT	⊯# Shows the work accomplished ⊯# Identifies products and services produced ⊯# Answers the questions, "What was done?" and "How did we get there?" ⊯# Measures success of strategies	⊯# Number of vehicle licenses issued ⊯# Number of vaccinations given ⊯# Number of students attending school ⊯# Number of offenders housed in correctional facilities	⊯# *Demand for services* ⊯# *Potential work to be done* ⊯# *Projects or activities begun* ⊯# *Backlog* ⊯# *Spending patterns*
EFFICIENCY	⊯# Shows relationship between inputs and outputs, or inputs and outcomes ⊯# Answers the question, "What are the unit costs?" ⊯# Usually expressed as a ratio, such as cost per unit, or units per FTE	⊯# Cost per training class delivered ⊯# Investigations completed per FTE ⊯# Average cost per offender per day supervised ⊯# Administrative cost per retirement benefit provided	⊯# *Total spending on programs or services* ⊯# *FTEs funded*